

# EXHIBIT B

CAP paragraphs numbers	Reynolds CAP Requirement	Mar-25
Paragraph 4(d)(i)	# of applications filed by means other than AHRA.	3,301
Paragraph 4 (c)(i)	Average application wait time*	0:58:24
Paragraph 4(c)(i)(a)	Inbound Callers - Application Interview*	50,461
Paragraph 4(c)(i)(b)	Wait time range: Max*	2:31:43
Paragraph 4(c)(i)(b)	Wait time range: Min*	0:00:01
Paragraph 4(c)(i)(b)	Wait time range < 1 hour*	26,223
Paragraph 4(c)(i)(b)	Wait time range 1-2 hours*	22,604
Paragraph 4(c)(i)(b)	Wait time range 2-3 hours*	1,634
Paragraph 4(c)(i)(b)	Wait time range 3-4 hours*	0
Paragraph 4(c)(i)(b)	Wait time range > 4 hours*	0
Paragraph 4(c)(ii)	Abandonment rate	20%
Paragraph 4(c)(iii)	Average time to abandonment	0:23:51
Paragraph 4(c)(iv)	Application Call-back rate	94%
Paragraph 4(c)(v)	Dropped Call Data (ON DEMAND) (SNAP Only FNS)	NA
Paragraph 4(c)(vi)	Disconnected calls (ON DEMAND)	0
Paragraph 4(d)(ii)	# of application interview calls initiated to Benefit Access Center phones designated for in-center interviews	1,267

\*Abandoned calls are not included in this metric

This corresponds to paragraph 4(b)

**Monthly CA No Food Emergency Timeliness Rate**

Month	# of Reynolds Class Members who present with a Food Emergency	# who received a Food-related Immediate Needs grant or ESNAP benefit on the day of their eligibility interview	% Timely
2/2025	5,519	4,187	75.9%

This corresponds to paragraph 4(b)

**Monthly ESNAP Timeliness Rate**

Month	# Eligible for the expedited benefits	# Received the expedited benefit within 7 days of the application	% Timely
3/2025	5,285	5,182	98.1%